

Certificate of Clearance

**eAppeal and Application Guide for
Non-Singapore Citizens**

Introduction

A Certificate of Clearance (COC) is issued by the Criminal Investigation Department (CID) of the Singapore Police Force (SPF) to certify that the applicant does not have any record of criminal conviction in Singapore within a stipulated period of time.

The purpose of a COC is to facilitate international cooperation, where persons who seek to migrate, work or study in a foreign country may be requested by the foreign authorities to provide a document stating the applicant is cleared of criminal convictions within a stipulated time, such made available only upon fulfilment of the mandated criteria.

The COC is not for use at Singapore.

Eligibility Criteria for Obtaining a Certificate of Clearance

- * Applicant is above 16 years of age
- * Resided in Singapore for a minimum period of consecutive 6 months
- * Valid pass issued by Immigrations Checkpoint Authority (ICA) or the Ministry of Manpower (MOM)
- * Documentary proof which states that a COC is required by the foreign authority i.e. official letter issued by the country's immigration authority/overseas University or school acceptance letter/overseas employment/offer letter

Documents Required

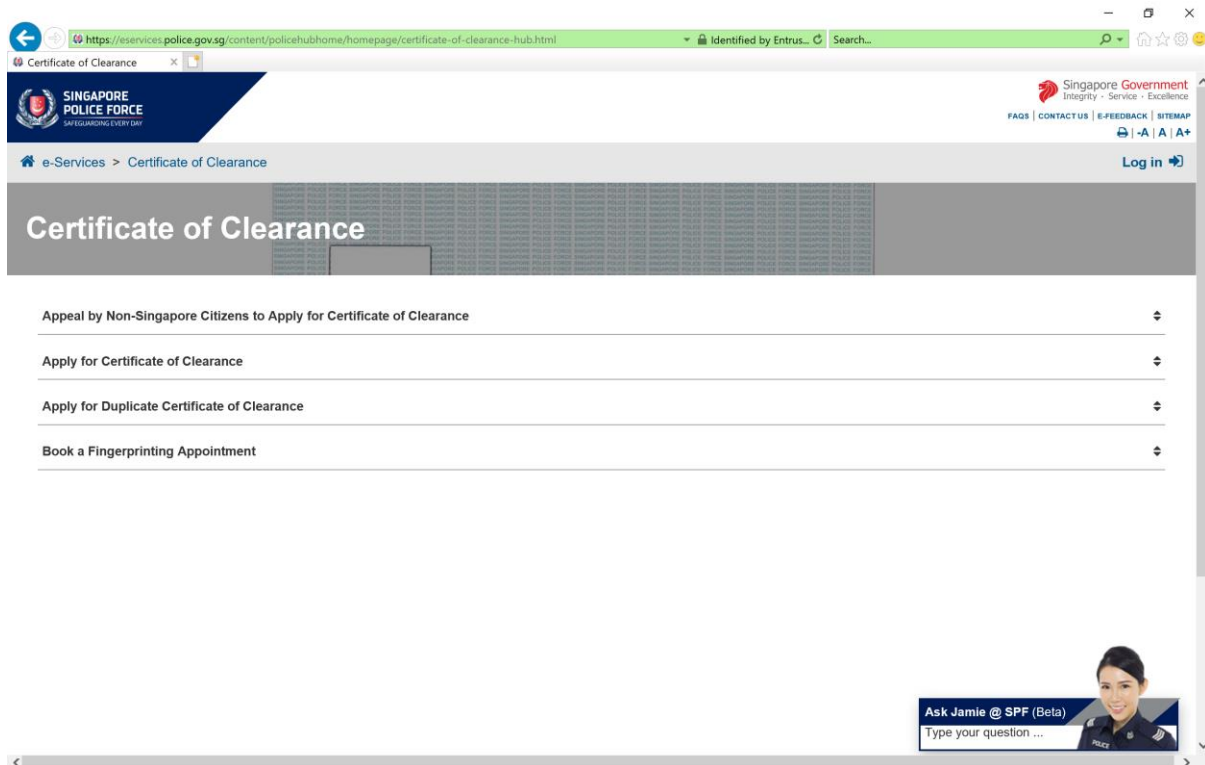
- * Foreign Identification Number (FIN)
- * Scanned documentary proof indicating that a COC is required and for what purpose
 - * In PDF format
 - * Not more than 2MB in size
- * Scanned biometric page of applicant's valid passport
 - * In PDF format
 - * Not more than 2MB in size
- * Scanned Identification Document (ID), front and back
 - * In PDF format
 - * Not more than 2MB in size

If you do not have a copy of the ID/FIN card, you may upload any document to show that you resided at Singapore.

- * Scanned or digital passport-sized photograph
 - * Dimension of 400 by 514 pixels
 - * Display full face without any obstructing headgear (headwear worn due to racial or religious customs are acceptable but must not hide facial features)
 - * Formal facial expression on a white borderless background
 - * In jpeg format
 - * Taken within the last 3 months.

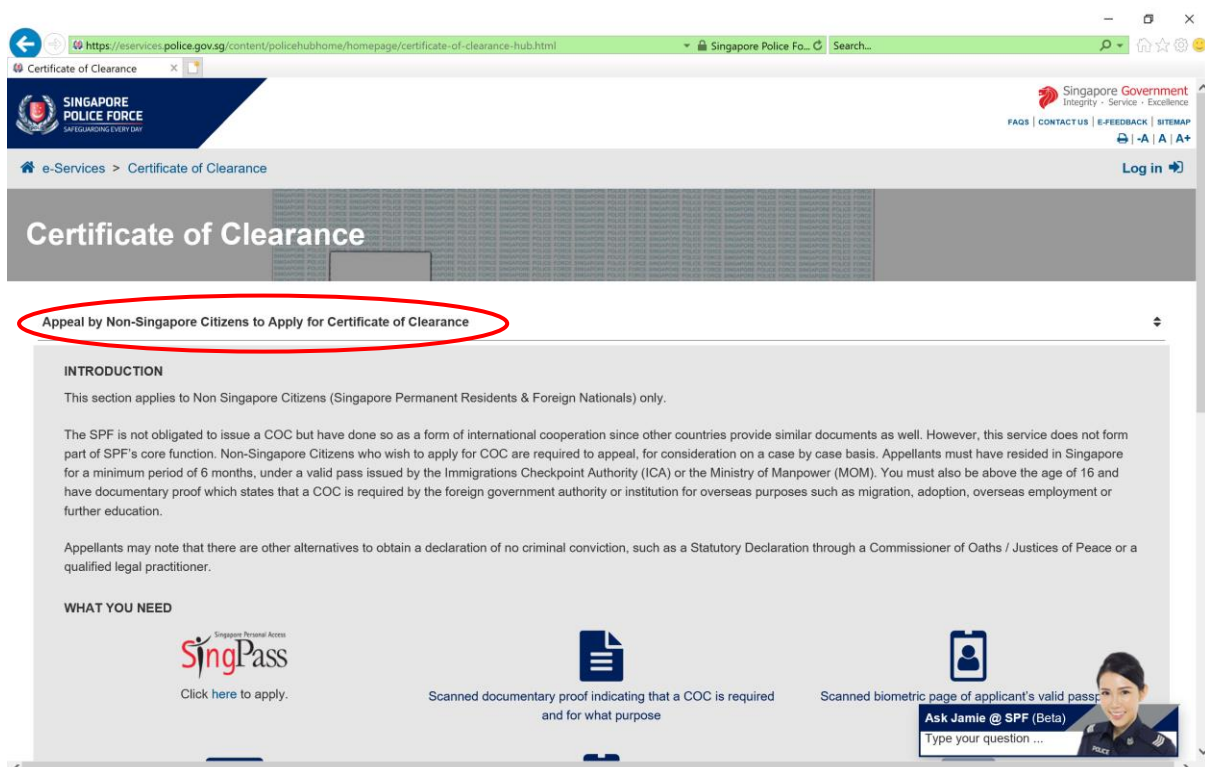
Step by Step Guide

Step 1. Go to Singapore Police Force' e-Services COC [website](https://eservices.police.gov.sg).



The screenshot shows the homepage of the Singapore Police Force e-Services COC website. The browser address bar displays the URL <https://eservices.police.gov.sg/content/policehubhome/homepage/certificate-of-clearance-hub.html>. The page features the Singapore Police Force logo and the Singapore Government logo. The main heading is "Certificate of Clearance". Below the heading, there are four menu items: "Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance", "Apply for Certificate of Clearance", "Apply for Duplicate Certificate of Clearance", and "Book a Fingerprinting Appointment". A chatbot icon for "Ask Jamie @ SPF (Beta)" is visible in the bottom right corner.

Step 2. Click on **Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance**.



The screenshot shows the "Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance" page. The browser address bar displays the URL <https://eservices.police.gov.sg/content/policehubhome/homepage/certificate-of-clearance-hub.html>. The page features the Singapore Police Force logo and the Singapore Government logo. The main heading is "Certificate of Clearance". Below the heading, the menu item "Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance" is highlighted with a red circle. The page content includes an "INTRODUCTION" section, a "WHAT YOU NEED" section, and a chatbot icon for "Ask Jamie @ SPF (Beta)".

INTRODUCTION

This section applies to Non Singapore Citizens (Singapore Permanent Residents & Foreign Nationals) only.

The SPF is not obligated to issue a COC but have done so as a form of international cooperation since other countries provide similar documents as well. However, this service does not form part of SPF's core function. Non-Singapore Citizens who wish to apply for COC are required to appeal, for consideration on a case by case basis. Appellants must have resided in Singapore for a minimum period of 6 months, under a valid pass issued by the Immigration Checkpoint Authority (ICA) or the Ministry of Manpower (MOM). You must also be above the age of 16 and have documentary proof which states that a COC is required by the foreign government authority or institution for overseas purposes such as migration, adoption, overseas employment or further education.

Appellants may note that there are other alternatives to obtain a declaration of no criminal conviction, such as a Statutory Declaration through a Commissioner of Oaths / Justices of Peace or a qualified legal practitioner.

WHAT YOU NEED

- Click [here](#) to apply.
- Scanned documentary proof indicating that a COC is required and for what purpose
- Scanned biometric page of applicant's valid pass

Step 3. Scroll down to the bottom of the page and click on **LOGIN VIA FIN**

Scanned Identification Document (ID), front and back

Scanned or digital passport-sized photograph

Valid Credit/Debit Card (VISA/MASTERCARD) or i-Banking account for online payment.

Original hardcopy fingerprint impressions

CONTACT DETAILS

You may contact Criminal Records Office at:

Tel : +65 6435 8277 (between 9.00 am to 5.00 pm Singapore time (GMT+8), from Mondays to Fridays, excluding Public Holidays)

Email : SPF_COC_Office@spf.gov.sg

Estimated time to complete: 15 - 30 mins

LOGIN WITH SINGPASS

LOGIN VIA FIN

Apply for Certificate of Clearance

Apply for Duplicate Certificate of Clearance

Book a Fingerprinting Appointment

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Ask Jamie @ SPF (Beta)

Type your question ...

Step 4. Fill in your particulars and captcha code to proceed with application.

APPEAL FOR CERTIFICATE OF CLEARANCE

ID(NRIC/FIN) No.: *	<input type="text"/>
Passport No.: *	<input type="text"/>
Nationality : *	<input type="text" value="-Select Here-"/>
Type the text shown :	<input type="text" value="Type the text shown"/>
	<div style="border: 1px solid black; padding: 2px; display: inline-block;">4 / b w 8 </div>
	<input type="button" value="NEXT"/>

Do not use the Back or Forward button on your browser as this may end your transaction.

This website is optimised for IE version 10.0 and 11.0


Last Updated: 13 December 2018

Step 5. Fill particulars accordingly and upload passport-size photo.



APPEAL FOR CERTIFICATE OF CLEARANCE LOGOUT

STEP 1: PERSONAL PARTICULARS	STEP 2: APPEAL DETAILS	STEP 3: UPLOAD ATTACHMENT (S)	STEP 4: CONFIRMATION
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*Fields marked with * are mandatory.*

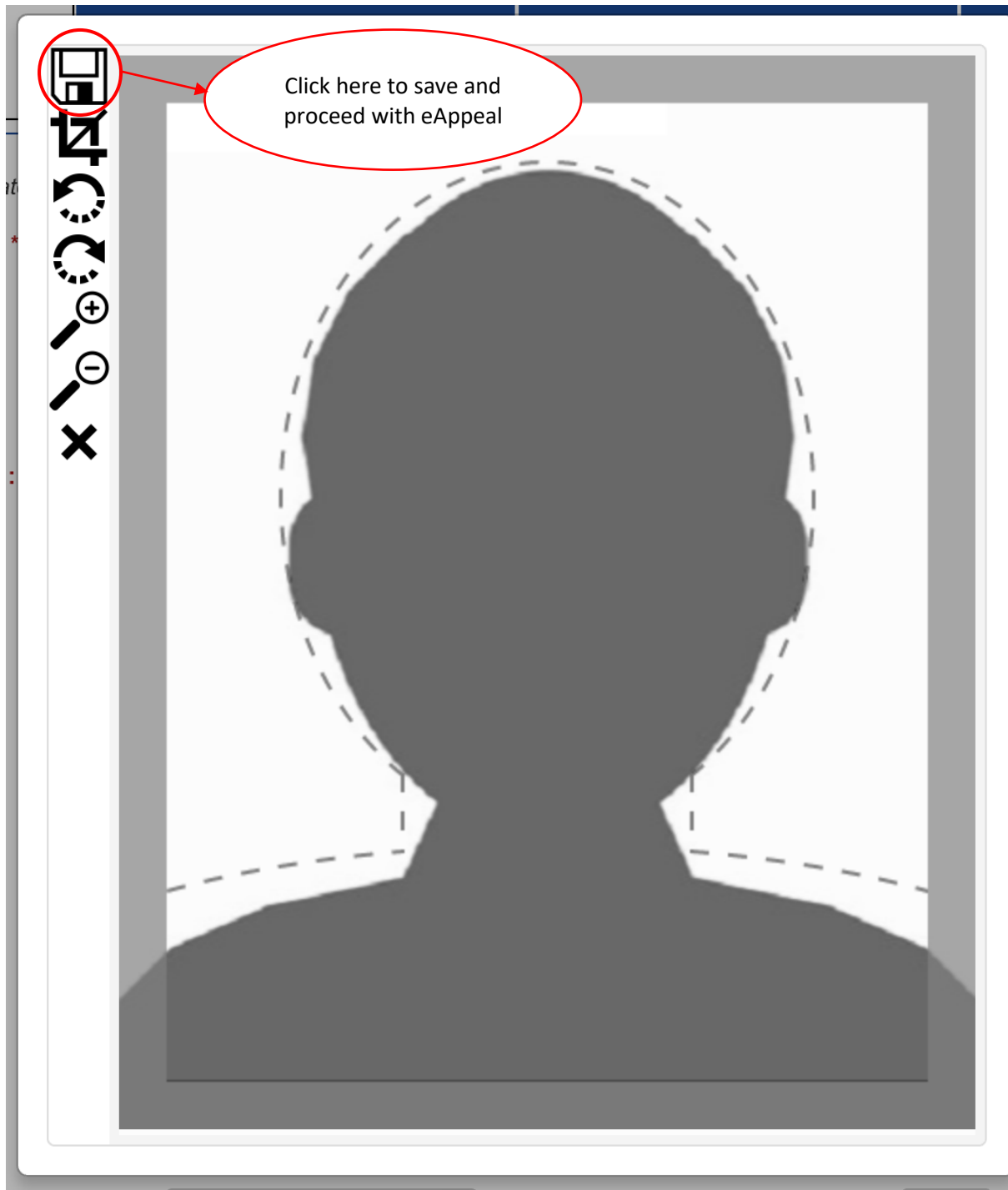
Identification No (NRIC/FIN) : *	<input type="text"/>	Passport Photo to be printed on COC (minimum resolution must be 400x514 pixels)* 
Current Passport No : *	<input type="text"/>	
Salutation : *	<input type="text" value="-Select Here-"/>	
Name in Full (as in passport) : *	<input type="text"/>	
Gender : *	<input type="text" value="-Select Here-"/>	
Race : *	<input type="text" value="-Select Here-"/>	
Present Occupation : *	<input type="text" value="-Select Here-"/>	
Salary Per Month :	<input type="text" value="-Select Here-"/>	
Place of Birth : *	<input type="text" value="-Select Here-"/>	
Date of Birth : *	<input type="text" value=""/> <input type="button" value="📅"/>	
Nationality : *	<input type="text" value="-Select Here-"/>	
Marital Status: *	<input type="text" value="-Select Here-"/>	
Nationality of Spouse :	<input type="text" value="-Select Here-"/>	Number of Children : <input type="text"/>
Handphone No :	<input type="text"/>	

**Please provide a Singapore registered number (if any).*

Click here to upload passport-size photo

Step 6. Use the photo editor to crop/move your passport photo. Guidelines are in place within the photo editor to help optimise the position of your photograph.



Step 7. Ensure that a valid e-mail address is keyed in as the eAppeal notification will be sent to the e-mail address given.

eAPPEAL

*Choosing YES defaults the collection mode to self collect.

Residential Address

Police Cantonment Complex
391, New Bridge Road
Singapore 088762

Postal Address (if different from residential address) +

*Your certificate will be sent to this postal address, if collection is via post.

Email Address : *

Highest Education : HONOURS II LOWER

Period of Stay : * 01/01/1994 to 30/03/2020

NEXT

Step 8. Fill in Appeal Plea.

Please enter the reason for the COC application in 2-3 sentences

APPEAL FOR CERTIFICATE OF CLEARANCE

LOGOUT

STEP 1: PERSONAL PARTICULARS STEP 2: APPEAL DETAILS STEP 3: UPLOAD ATTACHMENT (S) STEP 4: CONFIRMATION

Appeal Plea : *

3984 characters remaining.

Country Requesting COC from SPF : * ENGLAND **Date of Departure :** 01/06/2020

Purpose for which COC is required : * OVERSEAS EMPLOYMENT

Step 9. Upload required documents.

APPEAL FOR CERTIFICATE OF CLEARANCE

LOGOUT

STEP 1: PERSONAL PARTICULARS**STEP 2: APPEAL DETAILS****STEP 3: UPLOAD ATTACHMENT (S)****STEP 4: CONFIRMATION**

Fields marks with * are mandatory. Passport Photo is to be in either JPEG, BMP or PNG format. Documents are to be in PDF format. If you have uploaded the photo successfully at step1, you are not required to re-upload the photo at this step

1. Passport Photo to be printed on COC: *

2. Letter from Overseas Authority: *

3. Photocopy Passport: *

4. Photocopy of Identification(NRIC/ID) Front: *

5. Photocopy of Identification(NRIC/ID) Back: *

6. Other Document(s):

Item no. 6 Description:

150 characters remaining.

Not required if photo is already uploaded in Step 6 of the guide

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Step 10. Verify Particulars and acknowledge information submitted is accurate and truthful.

Have you ever studied/worked in your country of destination previously?

UPLOAD DOCUMENT(S)

Fields marks with * are mandatory. Passport Photo is to be in either JPEG, BMP or PNG format. Documents are to be in PDF format.

1. Passport Photo to be printed on COC: *

2. Letter from Overseas Authority: *

3. Photocopy Passport: *

4. Photocopy NRIC (front): *

5. Photocopy NRIC (back): *

6. Other Document(s):

Item no. 6 Description:

DECLARATION

I declare that the information stated in this application and the attachments are true to the best of my knowledge, and that I have not wilfully suppressed any material fact. I understand that any provision of inaccurate or false information will render this application void.

I declare that my submission is accurate and truthful.

Step 11. Application submitted. It is advisable to print or save page as PDF for future references. Please note the e-appeal submission number for future reference.

The screenshot shows the 'APPEAL FOR CERTIFICATE OF CLEARANCE' page. At the top, there is a 'LOGOUT' button. Below it, a blue header reads 'APPEAL FOR CERTIFICATE OF CLEARANCE'. The main content area is titled 'ACKNOWLEDGEMENT' and contains the following text: 'Your appeal has been submitted for consideration. Please take note of the submission number displayed below for future reference. Upon successful approval of your appeal, you will receive a notification via sms/email to proceed with your application for eCOC.' The submission number 'APP/20200330/0085' is circled in red. Below this is the 'PERSONAL PARTICULARS' section, which lists the following information:

Identification No(NRIC/FIN) : *	S9416498B
Current Passport No : *	E123TEST
Salutation : *	MR
Name in Full (as in passport) : *	Test
Gender : *	MALE
Race : *	CHINESE
Present Occupation : *	DATABASE ADMINISTRATOR
Salary Per Month :	\$9,000 - \$9,999
Place of Birth : *	MALAYSIA
Date of Birth : *	01/01/1994

Step 12. Upon receiving the approval notification via e-mail. Go to Singapore Police Force e-Services COC [website](#) and click on **Apply for Certificate of Clearance**.

The screenshot shows the 'Certificate of Clearance' page on the Singapore Police Force e-Services website. The page title is 'Certificate of Clearance'. Below the title, there is a navigation menu with the following items: 'Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance' and 'Apply for Certificate of Clearance'. The 'Apply for Certificate of Clearance' link is circled in red. Below the navigation menu, there is an 'INTRODUCTION' section with the following text: 'Applicants who have met the eligibility criteria may apply for COC in the link below. Once your application is accepted, you will receive an email/SMS notification to book an appointment to have your fingerprint impressions taken at Police Cantonment Complex. The COC will be issued to you after verification of your fingerprint impressions. Applicants residing overseas will be required to mail a hardcopy of your fingerprint impressions taken at an authorised institution in your country of residence (such as police stations or embassies), and enclose it with a copy of the eCOC Acknowledgement Slip, generated at the end of your online application. The COC will be mailed to your posting address indicated in the online application form, once we receive and verify your fingerprint impression and eCOC Acknowledgement Slip. Non-Singapore Citizens may only apply after submitting an appeal, and if your appeal is successful. You will be notified of the appeal outcome within 5 working days. Generally for Singapore Citizens and successfully appealed cases, it will take 5 working days to process the COC application upon receipt of completed applications with all the necessary documents. Failure to comply with the submission of required documents will result in delays in processing or rejection of application. Processing time excludes the time taken for the mail to be delivered to the forwarding address as indicated in the application forms.' Below the introduction, there are links for 'Fingerprint Form (PDF)' and 'Sample of Fingerprints (PDF)'. At the bottom of the page, there is a 'WHAT YOU NEED' section and a chatbot interface with the text 'Ask Jamie @ SPF (Beta)' and 'Type your question ...'.

Step 13. Scroll down to the bottom of the page and click on **LOGIN VIA FIN**

Scanned Identification Document (ID), front and back

Scanned or digital passport-sized photograph

Valid Credit/Debit Card (VISA/MASTERCARD) or i-Banking account for online payment.

Original hardcopy fingerprint impressions

CONTACT DETAILS

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Tel : +65 6435 8277 (between 9.00 am to 5.00 pm Singapore time (GMT+8), from Mondays to Fridays, excluding Public Holidays)

Email : SPF_COC_Office@spf.gov.sg

Estimated time to complete: 15 - 30 mins

LOGIN WITH SINGPASS

LOGIN VIA FIN

Apply for Duplicate Certificate of Clearance

Book a Fingerprinting Appointment

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Ask Jamie @ SPF (Beta)

Type your question ...

Step 14. Fill in your particulars and include the eAppeal number, sent in the approval email notification.

APPLICATION FOR CERTIFICATE OF CLEARANCE

ID(NRIC/FIN) No.: *

Passport No.: *

Nationality : *

eAppeal No.: *

Type the text shown :

Type the text shown

r p j a

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e-Services

SINGAPORE POLICE FORCE
SAH EKAHONGKONG CHERI DAY

Step 15. Verify the information given.

https://ecoc.police.gov.sg/html/layout/Frame.faces?faces-redirect=true

Singapore Police Fo... Search...

Certificate of Clearance eCOC v1.0-SNAPSHOT

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APPLICATION FOR CERTIFICATE OF CLEARANCE

LOGOUT

CONFIRMATION & PAYMENT

PERSONAL PARTICULARS

Fields marked with * are mandatory.

Identification No(NRIC/FIN) : *

Current Passport No. : *

Salutation : *

Name in Full (as in passport) : *

Gender : *

Race : *

Present Occupation : *

Salary Per Month :

Place of Birth : *

Date of Birth : *

Nationality : *

Marital Status : *

Nationality of Spouse :

Handphone No. :

Number of Children :

Step 16. Scroll down to the bottom of the page, check the declaration checkbox and indicate the collection mode.

https://ecoc.police.gov.sg/html/layout/Frame.faces?faces-redirect=true

Singapore Police Fo... Search...

Certificate of Clearance eCOC v1.0-SNAPSHOT

3. Photocopy Passport: *

4. Photocopy NRIC (front): *

5. Photocopy NRIC (back): *

6. Other Document(s):

Item no. 6 Description:

DECLARATION

I declare that the information stated in this application and the attachments are true to the best of my knowledge, and that I have not wilfully suppressed any material fact. I understand that any provision of inaccurate or false information will render this application void.

I declare that my submission is accurate and truthful.

COLLECTION MODE

Collection Mode: *

-Select Here-

-Select Here-

Self

Via Mail

Via Proxy

*Processing fee for each application is S\$55.00. An additional \$55.00 applies for application via post from other countries.

NEXT

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Step 17. Read the disclaimer and check the terms & condition checkbox to proceed.

By using the Credit Card payment or Internet Banking service, you agree to bound by the terms and conditions on the use of Credit Card Payment or Internet Banking Payment.

1. The user shall not hold Singapore Police Force liable under any circumstances whatsoever for any claim, action, demand, damages or loss as a result of or arising from the use of these e-services.
2. The user shall fully indemnify Singapore Police Force against any claim, action, demand, damages or loss which Singapore Police Force may suffer as a result of or arising from the use of these e-services.
3. When a refund of any money paid to Singapore Police Force using a VISA or Master credit card via these e-services becomes necessary, the money to be refunded shall be paid to the VISA or Master card account from which was originally made from.
4. Singapore Police Force may, without giving any prior notice, add to or modify these Terms and Conditions from time to time.
5. These Terms and Conditions shall be governed and interpreted in accordance with the laws of the Republic of Singapore for every purpose.

I have read and agreed to the relevant Terms and Conditions.

PREVIOUS NEXT

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Step 18. Choose the mode of payment and enter the captcha code. Ensure that the pop-up blocker is turn off before proceeding. Refer to pop-up blocker disable guide.

Total Amount Payable:
\$ 55.00

Please choose the payment mode and then click the "NEXT" button.

Payment Mode	Description
<input checked="" type="radio"/> NETS	For customers with internet banking account from DBS/POSB, Citibank, OCBC, or UOB
<input type="radio"/> VISA	For VISA/MasterCard Credit Cards

9 7 2 8 8 0 Please type the verification code below (case-sensitive)
Refresh Image

Please ensure your browser allow pop-up before proceeding with payment.

CANCEL NEXT

Step 19. Upon successful payment, you will be able to print a copy of the receipt.

TAX INVOICE / RECEIPT

COC Ref : 90565719
Date: 31/03/2020

Serial Number :
005826/2019

8 Digit COC Reference
no. is generated upon
successful payment.

Dear
ID Number :
Passport Number :

This is to acknowledge the receipt of the payment of for your application of a
Certificate of Clearance for based on the information provided and
affirmed by you.

Fee Received:

Mode of Collection :

Mode of Payment :

Note : You may produce this receipt during your fingerprinting appointment.



This is a computer generated receipt and no signature is required.